

AMENDMENTS TO THE SPECIFICATION

Please amend the paragraph beginning at page 3, line 8, as follows:

A1 --In one embodiment, an interactive voice response system for a telecommunications system,
comprising comprises:--

Please amend the paragraph beginning at page 5, line 1, as follows:

A2 --The first and second communication paths are typically configured or created by a switching system, such as a Private Branch Exchange or PBX or other type of telephony switch switching system. In one configuration, the switching system includes a plurality of communication ports and the first communication path extends between first and second communication ports of the switching system and the second communication path extends between different third and fourth communication ports of the switching system. The switching system essentially conferences or trombones the two paths together. The communication paths are each typically defined by one duplex or bi-directional ~~channels~~ channel or a plurality of uni-directional channels. The system is also typically connected in series or in-line between the caller and the adjunct processor.--